



GP 2742

PATENT
*K. Ward
9/18/00
#2742
J. May*

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

) Group Art Unit:2742

CHAN

) Examiner:

Serial No.: 09/482,969

) SUBMISSION OF FORMAL DRAWINGS

Filed: January 12, 2000

)

Atty. File No.:4366-6

)

For: "METHOD AND APPARATUS FOR
GENERATING AUTOMATIC
GREETINGS IN A CALL CENTER"

)

Assistant Commissioner for Patents

CERTIFICATE OF MAILING

Attn.: Drawing Review Branch
Washington, D.C. 20231I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS
BEING DEPOSITED WITH THE UNITED STATES POSTAL
SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE
ADDRESSED TO COMMISSIONER OF PATENTS AND
TRADEMARKS, WASHINGTON, DC 20231 ON 9/19/00.

SHERIDAN ROSS P.C.

BY: Christine Jacquet TCSEP 27 2000
2100 MAIL ROOM

RECEIVED

Dear Sir:

Enclosed for filing with the above-referenced application are three (3) sheets of formal, naked drawings illustrating Figs. 1, 2, and 3 of the application. Figs. 1-3 constitute all of the drawings in the application.

Respectfully submitted,

SHERIDAN ROSS P.C.

By:

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